



**COMMONWEALTH OF MASSACHUSETTS**  
**DEPARTMENT OF PUBLIC UTILITIES**  
**TRANSPORTATION NETWORK COMPANY DIVISION**

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**TRANSPORTATION NETWORK COMPANY PERMIT**

DATE OF ISSUANCE: May 29, 2020

EXPIRATION DATE: May 29, 2021

TRANSPORTATION NETWORK COMPANY PERMIT NO. 2020-TNCDP-02

NAME OF TNC: Lyft, Inc.

ADDRESS OF TNC: 616 Fellsway, Medford, MA 02155

The above-named Transportation Network Company, Lyft, Inc., (the "TNC"), having made written application to the Transportation Network Company Division of the Department of Public Utilities (the "Division") for a permit to operate as a TRANSPORTATION NETWORK COMPANY, pursuant to M.G.L. c. 159A½, §§ 1, 3(b), 3(c) and 220 CMR 274.03(1), and the Division, having accepted the representations in said application as being true, is hereby granted this permit authorizing the TNC to use a digital network to connect riders to drivers to pre-arrange rides and provide transportation in the Commonwealth of Massachusetts as a TNC, as defined in M.G.L. c. 159A½, § 1, subject to the following conditions<sup>1</sup>:

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<sup>1</sup> Any terms not defined herein shall have the meaning ascribed to such terms in 220 CMR 274.02.

- 1) This permit is issued pursuant to M.G.L. c. 159A½, § 3(c), 220 CMR 274.03(1), and Order Adopting Final TNC Regulations, D.P.U. 17-81-A (September 7, 2017).
- 2) By issuance of this permit, the TNC agrees to maintain established oversight processes pursuant to M.G.L. c. 159A½, 220 CMR 274 and all other applicable statutes and regulations.
- 3) This permit is subject to modification, suspension, and revocation as provided in M.G.L. c. 159A½, § 6(a) and 220 CMR 274.14(2).
- 4) The requirements and status of this permit may change pending statutory changes or revisions and/or changes or revisions the Division may make to the rules and regulations governing the oversight of TNCs and provision of transportation network services within the Commonwealth.
- 5) Within thirty (30) days of the issuance of this Permit, in accordance with M.G.L. c. 159A½, § 3(c)(viii) and 220 CMR 274.03(2)(c), the TNC shall establish a 24-hour toll-free customer service hotline that shall be capable of responding to consumer, driver and rider questions and complaints. The hotline number shall be conspicuously posted on the TNC's website and within the TNC's digital network application. Failure to provide proof of compliance with this statutory and regulatory requirement to the Division within thirty (30) days of the issuance of this Permit, may result in immediate suspension of this Permit and/or the initiation of an enforcement action against the TNC pursuant to M.G.L. c. 159A½, § 6(a) and 220 CMR 274.14.
- 6) Within thirty (30) days of the issuance of this Permit, in accordance with M.G.L. c. 159A½, § 5(d) and 220 CMR 274.09(2), the TNC shall ensure that it discloses, in writing, to a prospective transportation network driver, before certifying the driver to provide transportation network services through the TNC's digital network: (1) the insurance coverage, including the types of coverage and the limits for each coverage, that the transportation network company provides while the transportation network driver provides transportation network services; and (2) a statement that the transportation network driver's own automobile insurance policy may not provide coverage while the driver is providing transportation network services, depending on the terms of the policy. Failure to provide proof of compliance with this statutory and regulatory requirement to the Division within thirty (30) days of the issuance of this Permit, may result in immediate suspension of this Permit and/or the initiation of an enforcement action against the TNC pursuant to M.G.L. c. 159A½, § 6(a) and 220 CMR 274.14.

- 7) From time to time, the Division will request information and/or records from the TNC to ensure compliance with M.G.L. c. 159A½, 220 CMR 274.00, and D.P.U. 17-81-A, as well as to ensure compliance with other orders and directives issued by the Division. The TNC shall respond to such requests in timely manner and in accordance with M.G.L. c. 159A½ and 220 CMR 274.00.
- 8) The TNC shall comply with all reporting requirements set forth in 220 CMR 274.12.
- 9) The TNC shall comply with the inspection and audit requirements set forth in 220 CMR 274.13.
- 10) This permit is conditioned on the TNC's ongoing compliance with the provisions of M.G.L. c. 159A½; 220 CMR 274.00; and all other applicable statutes and regulations.
- 11) This permit may not be sold, assigned, leased, or otherwise transferred or encumbered.
- 12) The TNC is required at all times to maintain standards of conduct which, in the Division's discretion, are consistent with public interest, safety and convenience.
- 13) This permit expires May 29, 2021. The TNC must submit to the Division a complete application to renew its permit Division 90 calendar days prior to the expiration of this permit.



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Katherine P. Lubitz  
Director, Transportation Network Company Division  
Dated this May 29, 2020